COMPUTER MANAGEMENT ASSISTANT

An opportunity is available to work as a Computer Management Assistant within the Management Section at the U.S. Consulate General in Perth.

Salary: A$63,210 p.a. + superannuation benefits

All applicants must address the selection criteria detailed below with specific and comprehensive information supporting each item.

Please note that incomplete applications will not be considered, so please review the how to apply instructions carefully.

1. Completion of Year 12 with additional IT training such as Microsoft Office applications and computer maintenance courses is required.

2. Three to four years progressively responsible experience of administrative work including at least one year of experience in advance use or installation of hardware, configuration of the Operating Systems, installation of drivers, installation of applications such as Microsoft Office or maintaining computer equipment and peripherals is required. This may be tested.

3. English Language Level III (good working knowledge) is required. This may be tested.

4. Demonstrated knowledge of methods of installing software applications, patches and upgrades and advance use of Microsoft Office applications including Word, Excel, PowerPoint and Outlook is required. This may be tested.

5. Ability to understand and follow technical operating procedure manuals and computer help documentation and be able to lift up to 25kg (55 lbs.) is required. This may be tested

6. Must have a valid driver's license.

For instructions on how to apply, please refer to the duties and responsibilities statement.

Forward letter, response to the selection criteria, and resume to the Regional Human Resources Office, U.S. Consulate General, 13th Floor, 16 St Georges Terrace, Perth WA 6000 or via email to: PerthHR@state.gov
by June 19, 2015

Hand delivered applications cannot be accepted. Offers of employment are subject to medical and security clearances.

Note: Only short listed applicants will be contacted.

POSITION TITLE: COMPUTER MANAGEMENT ASSISTANT	POSITION GRADE LE- 7 (STARTING SALARY A$63,210)

DUTIES AND RESPONSIBILITIES

Basic Function of the Position

This is a mixed role position responsible for performing Information Resource Management (IRM) & General Service Office (GSO) duties. Incumbent assists post's LE Systems Manager and is primary backup to post LE Systems Manager when he/she is out of the office. Job holder is also responsible for mail and pouch operation.

Incumbent is designated as the GSO Receiving Agent responsible for verifying and confirming receipt of goods and services.

Major Duties and Responsibilities of the Position

1.   Unclassified Network Administration Support (65%)

Incumbent installs operating systems and applications on computer workstations. This includes installations of hardware, configuration of the Operating Systems, installing drivers, implementing security settings, installing applications such as Microsoft Office, Java and Consular section applications. Incumbent connects equipment to State Department, post Dedicated Internet Network (DIN) and may be required to provide system support to non-State agencies. Incumbent configures computer peripherals including printers, scanners, digital senders and other accessories, installs drivers as appropriate and connects peripherals to computer equipment. Identify workstations and servers with missing patches and downloads, upgrades and installs applications and patches as required by IRM and Diplomatic security. Monitors computers for anti-virus update failures and performs appropriate fixes. Verifies daily servers' backups of files, mail and databases and replaces media tapes. If backup is not successful, troubleshoots the problem as needed. Refers unusual problems to Systems Manager.

Incumbent creates and transfers computer user accounts including configuration of Active Directory, profiles, e-mail, security groups, distribution lists and assigns user permissions to various network resources. Incumbent provides user support for various post Management applications such as Time and Attendance, post cashier and E2-Travel. Incumbent installs, maintains and troubleshoots Consular Applications including American Citizens Services and Non-Immigrant Visas applications.

Responsible for mobile computing administration including configuration, activation, maintenance, troubleshooting and firmware updates of cellular devices. Incumbent is responsible for installation of notebooks including Operating systems, applications, updates, encrypting and hardware parts replacements/maintenance. Incumbent is responsible for installation of post tablets including Operating Systems, applications, updates, and maintenance. Operates Digital Video Conference equipment coordinating and connecting video conferences, and troubleshoots connection and audio visual problems as needed.

The jobholder completes and updates Systems Operations and Maintenance logs documenting installations, upgrades and configuration changes. He / she use

Microsoft word/Visio to draw and update diagrams of post networks. Incumbent updates post Information Technology Contingency plan. Incumbent prepares and updates equipment receipts in compliance with State Department regulations. Incumbent maintains stock and inventory of software licenses. Updates and maintains posts intranet modifying design and publishing documents. Incumbent coordinates with section heads, supervisors, management and US Embassy Canberra's intranet webmaster to update the mission internet web site as appropriate.

The incumbent may be required to perform urgent systems maintenance tasks receiving technical instructions and support by the Systems Manager or technical help desk via telephone or e-mail. Serves as primary backup to the LE Systems Manager when Systems Manager is out of the office.

2. General Management Support (25%)

Incumbent functions as post Receiving Officer verifying that goods and services received matches line items and conditions authorized on purchase orders, contracts, subscriptions, recurring expenses task orders, blanket purchase agreements and purchase card procurements. He/she is required to thoroughly inventory goods received, record damages, missing items, partial completion and document the details on a receiving report using the ILMS application. Personally or through a designated Contracting Officer Representative confirms receipt of services as per the approved contract and in compliance with State Department regulations. Reviews and audit goods, services and recurring expenses invoices to verify that line items listed have been received and signs as the designated receiving officer prior to final certification by the Management Officer. Jobholder non-expendable and capitalized property received into ILMS Asset Management system recording description, value, and procurement documents in compliance with State Department regulations and attach asset tag number to each item received.

Incumbent is responsible for the preparation, updating and filing of variety of simple to complicated management documents including Standard Operating Procedures, Duty Officers Roster, visitors' welcome kits/brochures, staff biographies and the Emergency Action Plan. While performing paperwork and receiving data entry, incumbent is required to answer post switchboard receiving wide variety of calls/inquiries from the public, private and Government organizations, press, protestors against US diplomacy, abusive calls, bomb threats, etc. Based on the nature of the call and mindful of guarding sensitive information, and respecting confidentiality, judges the appropriateness/urgency/delicacy of the response, when forwarding or directing calls. The incumbent monitors calls/voicemail to the Consul General in the absence of the CG Office Management Specialist.

Under the direction of the Management Officer, the incumbent assists with logistical support for official visitors and events hosted at the Consulate, Consul General Residence and other venues. Support includes coordinating with vendors delivering services, supervising catering contractors; personally assist with moving furniture and supplies, and connecting audio visual equipment. Visitor support includes arranging accommodations, reserving and sourcing venues, coordinating arrivals and departures, and the delivery of equipment, supplies, and welcome kits to various locations.

3. Post Mail Operations (10%)

Incumbent is designated as the Postmaster receiving all type of mail including daily correspondences, courier deliveries, Diplomatic Pouch and Diplomatic Post Office (DPO) mail servicing multiple agencies. Incumbent is required to follow State department, U.S. Postal office and Australian Postal service regulations.

Using advanced security equipment opens and screens incoming mail in accordance with Diplomatic Security regulations and RSO instructions. Distributes mail to all staff and collects outgoing mail, prepares documents recording details of accountable, outgoing and received mail packages, determining postal and shipping charges, and enters shipping tracking information into State ILMS, AMPS (DOD postal system), or shipping vendor web application as appropriate. Coordinates mail delivery with various US Navy representatives for forwarding US mail destined to ships during port visits.

Selection Criteria

All applicants **must** address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of Year 12 with additional IT training such as Microsoft Office applications and computer maintenance courses is required.

2. Three to four years progressively responsible experience of administrative work including at least one year of experience in advance use or installation of hardware, configuration of the Operating Systems, installation of drivers, installation of applications such as Microsoft Office or maintaining computer equipment and peripherals is required. This may be tested.

3. English Language Level III (good working knowledge) is required.   This may be tested.

4. Demonstrated knowledge of methods of installing software applications, patches and upgrades and advance use of Microsoft Office applications including Word, Excel, PowerPoint and Outlook is required. This may be tested.

5. Ability to understand and follow technical operating procedure manuals and computer help documentation and be able to lift up to 25kg (55 lbs.) is required. This may be tested

6. Must have a valid driver's license.

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

SELECTION PROCESS

When fully qualified, US Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ELIGIBILITY REQUIREMENTS

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.

2. Current employees serving a probationary period are not eligible to apply.

3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.

4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.

5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

6. The candidate must be able to obtain and hold a Sensitive But Unclassified security clearance.

HOW TO APPLY

You **must** explain how you meet **all** of the requirements of the vacant position. Only those candidates providing specific and comprehensive information supporting each of the essential selection criteria of the job advertisement will receive further consideration for the post. Your job application **must** consist of the following documents:

- ✓ Universal Application for Employment (UAE) as a Locally Employed Staff or Family Member (DS-174); or a current resume or curriculum vitae that provides the same information found on the UAE (see Appendix B); and;

- ✓ A document addressing the selection criteria with specific and comprehensive information supporting each item,

- ✓ (If applicable) Candidates must provide evidence of their eligibility to work in Australia by providing a copy of their work visa or permit, or residency, and;

- ✓ (If applicable) Candidates who claim U.S. Veterans preference **must** provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference **must** submit documentation confirming eligibility for a conditional preference in hiring with their application. Any U.S. Veterans who apply **must** also indicate whether they wish to invoke their preference.

INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED

You may also include any other documentation (e.g., essays, certificates, awards) in support of your application and in addition to the information provided above.

SUBMIT APPLICATION TO

Human Resources Office
U.S. Consulate General
13th Floor, 16 St. Georges Terrace
PERTH WA 6000
Or via email to: PerthHR@state.gov

THE DEADLINE FOR APPLICATIONS IS JUNE 19, 2015

The U.S. Mission in Australia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

US Mission Australia maintains a drug free work environment.

APPENDIX B
If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

A. Position Title
B. Position Grade
C. Vacancy Announcement Number (if known)
D. Dates Available for Work
E. First, Middle, & Last Names as well as any other names used
F. Current Address, Day, Evening, and Cell phone numbers
G. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
H. U.S. Social Security Number and/or Identification Number
I. Eligibility to work in the country (Yes or No)
J. Special Accommodations the Mission needs to provide
K. If applying for position that includes driving a U.S. Government vehicle, provide Driver's License Class / Type
L. Days available to work
M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
N. U.S. Eligible Family Member and Veterans Hiring Preference
O. Education
P. License, Skills, Training, Membership, & Recognition
Q. Language Skills
R. Work Experience
S. References